



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/929,142	08/15/2001	Richard Edwin Harper	YOR920010068US1

CONFIRMATION NO. 8914

21254  
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## FORMALITIES LETTER



\*OC000000006578024\*

Date Mailed: 09/19/2001

## NOTICE TO FILE CORRECTED APPLICATION PAPERS

*Filing Date Granted*

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

FOI b7 - 2476260

LN  
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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of

Harper et al.

Serial No.: 09/929,142

Group Art Unit: 2161

Filing Date: August 15, 2001

Examiner: Unknown

For: METHOD AND SYSTEM FOR REDUCTION OF SERVICE COSTS BY  
DISCRIMINATION BETWEEN SOFTWARE AND HARDWARE INDUCED  
OUTAGES

Assistant Commissioner of Patents  
Washington, D.C. 20231

**SUBMISSION OF FORMAL DRAWINGS**

Sir:

In response to the Notice to File Corrected Application Papers (copy attached), submitted herewith are three (3) sheets of formal drawings comprising figures 1A - 4 for the above-identified patent application. Acknowledgment of receipt is respectfully requested. Please substitute these formal drawings for the drawings which were filed with the application.

Respectfully submitted,

Sean M. McGinn

Registration No. 34,386

Date: November 19, 2001  
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